



Example of Director, Service Delivery Job Description

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Our company is looking for a director, service delivery. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for director, service delivery

- Monitor team performance to support a consistent implementation approach across West Division
- Identify and provide leadership to continuous service improvement initiatives
- Lead a team to meet business deliverables timely, and fosters a customer centric culture focused on supporting the needs of internal customers
- Solves complex business issues through process improvement or strategic planning
- Improves field force, engineering staff, and customer service effectiveness through work force management and process optimization
- Identifies complex business issues and recommends value added solutions
- Directs the Excellence in Operations (XOC's) strategic planning efforts
- Integrates business solutions with technology innovations
- Manages large-scale process improvement programs, including logistics planning, scheduling, communications, and change management
- Reviews industry trends in utility operations including advances in technology and the resulting impact on managing business

Qualifications for director, service delivery

- Proven experience with operational management and delivery in FDA/SOX regulated environments is required
- Proven and relevant technology development program/project management

- ITIL certification and industry accepted process improvement methodology qualification and proficiency is preferred
- Strong understanding of Lean, Six Sigma and quality measures is required
- Experience in influencing at ALL levels in a global company and ability to communicate technical issues/challenges to non-technical groups in the business and IT is required
- Strong organizational skills are required including multi-tasking and working in a changing environment